

# **Bainbridge Performing Arts (BPA)**

## **Operations Director - Position Description**

### **Position**

This position description outlines the duties and responsibilities of the Operations Director at Bainbridge Performing Arts. The Operations Director is responsible for providing administrative and operational support for all areas of the organization. This is a full time exempt position.

### **Mission of Bainbridge Performing Arts**

Our mission is to promote appreciation of and participation in the performing arts to build, educate and inspire our vibrant, creative community.

We envision an inclusive and connected community in which we spark joy and change lives by creating a “brave space” for the pursuit of equitable, creative, and educational experiences.

At BPA, we value imagination, diversity, accessibility, transparency, inclusion, sincerity, respect, equity, equality, joy, responsibility, and leadership in the course of our creative exploration of the performing arts. We believe unequivocally that Black lives matter.

### **Scope and Structure of Bainbridge Performing Arts**

BPA incorporates three main areas of operation: Mainstage productions, BPA Theatre School, and Bainbridge Symphony Orchestra. In addition, BPA serves as a community space, with additional programming and partnerships that help us achieve our mission through robust community engagement.

### **Duties and Responsibilities of the Operations Director**

An integral part of the staff team, BPA's Operations Director serves as one of BPA's key professional representatives. They work closely with the Executive Director to develop, deliver and maintain administrative and operational excellence for the organization. This includes daily operations, financial administration, office management, Front of House support, and assisting with special projects.

### **Reporting Relationship**

The Operations Director reports to the Executive Director and shall assist other members of staff as necessary. Community volunteers or interns may occasionally report to the Operations Director.

# Scope, Authority, and Expectations

## Daily Operations

- Work collaboratively with the Executive Director to develop, deliver, and maintain robust operational procedures that support the overall activity of BPA, including but not limited to performances, events, educational activities, and staff activities, ensuring all operational procedures reflect and uphold the values of BPA.
- Maintain up-to-date knowledge of activity in all areas of the organization, including Mainstage, Theatre School, BSO, facilities, events, and partnerships, anticipating organizational needs in order to deliver proactive and effective operational support.
- Contribute to effective and collaborative communications between staff to support the management of scheduling, and balancing of resources, for all performances, events, classes, rehearsals, and meetings.
- Work effectively with BPA staff to collaboratively manage the shared calendar of all organizational activity.
- Provide occasional assistance where necessary to the Theatre School Coordinator to support the smooth operations of daily Theatre School activities.
- Provide occasional assistance and cover to Front of House operations to support the delivery of excellent customer service experience for patrons, including season ticket holder relations.
- Develop excellent relationships and maintain effective and compassionate communication with all constituent groups, including patrons, donors, volunteers, students, and community members.
- Develop and maintain emergency preparedness and patron safety plans.
- Ensure that the office, kitchen, and lobby spaces are run efficiently and are maintained for staff, volunteer, and patron use.
- Maintain relationships with all vendors to ensure quality of service consistent with a professional front-of-house experience.
- In conjunction with the Executive Director and Front Of House Manager, facilitate the ordering of supplies for all front-of-house departments including administrative, public areas, and concessions.
- Act as one of the staff members responsible for safely opening and closing the building.

## Financial Administration

- Assist with daily reporting and reconciliation of ticket sales, donations, and payments.
- Assist with making deposits and record keeping.
- Assist with performing monthly reconciliations, payroll processing, and tax reporting.
- Process and document reimbursement of expenses in a timely fashion, with the approval of the Executive Director.
- Maintain physical and cloud-based record keeping.

- With oversight from the Executive Director, manage state and local L&I requirements and compliance.
- Manage the BPA Health Plan.
- Assist with audit preparation if/when applicable.
- Assist The Executive Director in creating a budget for each fiscal year to reflect anticipated operational expenses.

## **General Administration and Office Management**

- Manage and respond to general inquiries in a compassionate and timely fashion, ensuring all communications are consistent with the values of BPA.
- Assist in maintaining patron and donor records.
- Assist the Executive Director in maintaining personnel files for staff and independent contractors, as well as volunteers where necessary.
- Work closely with the Theatre School Coordinator to provide administrative support to the Theatre School program by managing the administration of the student registration process, maintaining the student database and records of tuition payments, and maintaining accurate records of Teaching Artists timesheets.
- Provide administrative assistance where necessary to BSO.
- Develop and maintain a working knowledge of our ticketing and reservations system.
- Attend and contribute to regular all-staff meetings.

## **Other Duties as Required**

- Manages gallery artists and gallery schedule and, alongside the Executive Director, assist in hosting exhibition events such as First Friday Art Walks.
- Provides administrative and planning support to the Executive Director on special projects and events, such as the annual gala, fundraisers, community events, and stewardship engagements.
- The Operations Director should, within reason, be prepared to adapt to fluid situations and attend to occasionally divergent needs to maintain a well-organized operational environment.

## **Remuneration and Benefits**

- Remuneration will be as specified in the employment agreement between BPA and the Operations Director.
- The position is full-time exempt with a salary range of \$58-63k annually.
- Eligible for health benefits through the BPA group health plan.
- Unlimited vacation and paid holiday time off when properly arranged and scheduled.

## **Skills and Qualifications**

- A commitment to compassionate community building, and alignment with the values of Bainbridge Performing Arts.
- Previous bookkeeping experience, or proven ability to quickly learn effective use of complex software programs.
- Proven organizational and record-keeping skills, and a commitment to accuracy.
- Proven ability to multi-task and problem-solve in a busy environment with a small team.
- Ability to work independently and take ownership of work.
- Excellent interpersonal skills, ability to work well with colleagues and the public whilst employing tact and patience.
- An understanding and appreciation of theatre and performing arts.